

Case Study #1 - DEV & PAM (On-going) 2018

Industry: Global Steel Producer with Unionized Workers

Services Included:
**Dependent Eligibility
Verification**



Company Profile:

The company is the largest producer of steel in North and South America and Africa. Even with exponential growth over the years, their culture stays committed to its three core values of sustainability, quality and leadership.

In the United States, more than half of this company's industrial facilities are represented by North America's largest union. Through a partnership, the company and union stay focused on achieving common objectives, such as improving safety, product quality and maintaining fiscal responsibility.

Business Challenge:

As part of its ongoing healthcare cost containment efforts, the company has implemented a Dependent Eligibility Verification (DEV) process to verify all dependents enrolled in the health care benefit plan. By identifying and removing ineligible dependents from its plan, the company could significantly reduce its overall health care costs and reaffirm its commitment to managing a fiscally responsible benefit plan.

Objectives:

- Ensure that only eligible dependents remain on the health care plan.
- Identify the most employee friendly process while still achieving meaningful results.
- Reinforce the company's commitment to managing its employee health care plan as designed and exclusively for the benefit of plan participants as outlined by ERISA.
- Develop a communications process to effectively engage the union population

Solution:

After vetting several companies, Consova was chosen to conduct a dependent eligibility audit on its entire US dependent-covering employee population including union, and salaried. The project spanned approximately 19 weeks, with a 3-week implementation period and an Appeals Phase. Through a series of customized, co-branded communications, employees were guided through the process of verifying the eligibility status of their dependents. Consova's web portal and live, US-based call center were made available to address any questions raised during the process and to ease the burden on employees.

Results:

Upon completion of the project, 97% of employees participated in the verification process. A total of 1,532 dependents were identified as ineligible yielding a 1st year savings of \$17.3 million.